



Missouri Department of Higher Education and Workforce Development

FREQUENTLY ASKED QUESTIONS (FAQs) ABOUT...

DWD Issuance 28-2017: Credential Attainment Policy

(Issued: June 5, 2018)

Last update: February 2021

Q: Do I need to tie a credential entry to a service?

A: Yes. When recording a credential in the MoJobs system, staff must tie that credential to the training service responsible for the credential. This does not impact PIRL reporting but it does impact the reports associated with eligible training providers.

Last Updated: September 2020

Q: If an individual obtains their CDL permit, does that count as a credential?

A: No. The permit is temporary and only good for 180 days which does not guarantee them permanent employment. They also cannot work by themselves as they have to have a licensed CDL driver with them at all times. However, passing the permit exam would qualify them for a Measurable Skill Gain (MSG) if the permit was obtained after WIOA enrollment.

Last Updated: August 2020

Q: If an WIOA Adult/DW participant obtains a HiSet, does that count as a credential?

A: It is a credential, but the system will only count it as a credential if the participant's school status was "in-school" or staff posted the AEL service.

Last Updated: February 2020

Q: Can WIOA participants get "Credential Attainment" for successfully completing a Work Experience, Pre-Apprenticeship, Internship or Short-term Pre-Vocational training?

A: No, because these Services are not classified as "Training Level" services per the PIRL. However, positive performance measures could be earned from the Employment performance measures.

Last update: August 2019

Q: If a participant completes the CNA program, but they did not take or pass their required Boards; can we count it as a Credential?

A: Missouri does not require a license (or Board exam) to enter employment in this occupation. However, state approved courses require the individual to complete 75 hours of classroom training, 100 hours of on-the-job training and successfully complete a two part final exam. If the participant successfully completes an approved training, staff should obtain the certificate and post the credential. **(See the link below for occupations that require a license)**

Q: Is an email from the Training Institution stating that participant graduated sufficient proof for credential attainment?

A: While obtaining a copy of the credential is ideal, this is acceptable. Staff would need to document the communication exchange in detailed Case Notes.

Last update: June 2019

Q: When a participant successfully completes CDL training, when can we post the credential?

A: The credential can only be posted after the participant passes their DMV test and obtains an actual CDL driver's license. Successful completion of the training course is a Measurable Skill Gain.

Q: What other professions must obtain licensure before a credential can be counted?

A: Missouri professions that need licensure before individuals are allowed to work in the state are listed [here](#). Successful completion of the training course is a Measurable Skill Gain.

Q: Does the DOL recognize the OSHA-10 as a credential?

A: No, the DOL lists the OSHA 10 as a common certificate that does NOT meet the credential definition.

Q: Does the date on the credential or certificate have to match what is entered in MoJobs?

A: Yes, the date on the credential or certificate must match the date entered in MoJobs. If the credential or certificate only lists the Month and Year, enter the correct month, 01 for the day, and the correct year.

Please direct all questions or comments regarding the Issuance or this FAQ document to dwdpolicy@dhewd.mo.gov. All active DWD Issuances are available at jobs.mo.gov/dwdissuances. Expired/rescinded Issuances are available on request.

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